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Role:	Head of Digital
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## JOB DESCRIPTION – DIGITAL PROJECT MANAGER

**JOB TITLE:** Digital Project Manager

**ACCOUNTABLE TO:** Head of Digital

**JOB PURPOSE:** Work with the Head of Digital to manage, produce and deliver new and innovative web, app, social media, content and email projects.

### KEY RESULT AREAS

1. **Manage multiple project requirements and coordinate effectively with all key stakeholders to ensure all of our web/app/email/social projects are delivered on time and on budget to the very highest standards.**

**MEASURES:**

- Feedback from client
- Feedback from developer, Project Lead, Head of Digital
- Keep projects on track and within time and budget

2. **Calculate and produce project plans and development timescales so that Outlook can accurately quote and deliver, on budget, for any given piece of work.**

**MEASURES:**

- Positive feedback from clients, colleagues and producers
- Meeting project delivery milestones
- Delivering work on budget

3. **Assist in the development and implement key web policies and procedures to ensure we have the very best system within which to build, test and deliver high-quality digital solutions.**

**MEASURES:**

- Feedback from Web team, Head of Digital and Director of Digital
- Adoption of the policies and procedures by the team
- Improvements achieved by implementing and managing the procedures

4. **Product and solution quality control against brief, to include diligence in checking and testing of all work for grammatical / literal errors and technical performance issues, before submitting to clients and producers for approval to ensure we aim for 100% accuracy.**

**MEASURES:**

- Work that is 100% correct pre-supply to producers – from a technical and grammatical perspective
- Positive feedback from clients, producers and Client Services team

5. **Responsibility for ensuring compliance with quality and IT security standards to include ongoing audit and review.**

**MEASURES:**

- Ensure policies and processes are followed
- Accreditations received

6. **Attend client meetings, both internal and external, in order to fully understand the client's brief and make recommendations/develop a final project solution.**

**MEASURES:**

- Feedback from client
- Feedback from Client Services team
- Feedback from Director of Digital

7. **Provide Ticket Support for the MySource Account, if applicable**

**MEASURES:**

- Positive feedback from Clients
- Feedback from Project Lead
- Feedback from Director of Digital

8. **Create (where necessary) and update all relevant data onto the CRM system in order to provide accurate and up-to-date management information**

**MEASURES:**

- Actual updated information on CRM system

9. **Actively participate as a team member to assist in the overall development and success of the team; while demonstrating positive behaviours in line with the Outlook Road Map**

**MEASURES:**

- Feedback from Line manager

## **COMPANY VALUES**

**Commitment** – Working above and beyond the norm, helping to exceed client expectations by producing great work and being proud to work for Outlook.

**Collaboration** – Foster positive and productive working relationships with your colleagues, Client Services, producers and clients.

**Creativity** – Help to develop winning design solutions and 'out-of-the-box' thinking to tackle design and communication challenges.

**Motivation** – Continually set high standards and push yourself to learn new techniques, innovate, encourage and be a positive influence on the team.